

Terms and Conditions

The maximum period of service agreement from Departure to return is 3 months, 30 days or 7 days from the date of departure on your agreement or on the completion of your journey as shown on the application form, whichever comes first.

Continuing your service Agreement is advisable prior to the expiry of your contract. You must purchase a new Agreement, you cannot extend the previous agreement.

Recovery can be made directly through our toll free number 1800 187 712 by quoting the agreement number and providing full recovery details of the deceased.

World Wide Retrieval Services will not cover any costs other than those it deems required in the recovery of the deceased.

All agreements are non refundable once the journey has commenced.

The normal code of practice will provide prompt internal and external dispute resolution process.

We are committed to safeguarding the privacy and confidentiality of your personal information.

World Wide Retrieval Services reserves the right to reject any application that contains false or misleading Information, or does not contain all required fields.

Definitions

- a) **Alternate method of retrieval** means in the event of retrieval by some other organisation (including but not limited to an International Aid Organisation, military authority or government authority) offers or agrees to repatriate the body of the traveler/s.
- b) **Commencement** of your travel means the commencement of the traveler/s journey from the point of Departure.
- c) **End of your travel** means the time of your disembarkation from the mode of travel that first brings you back to the city of your home address.
- d) **Retrieval event** means an event during the term of this agreement and the course of the travel period causing the death of the traveler/s in circumstances where their body is retrievable.
- e) **Fee** means \$55.00, \$40.00 or \$14.95
- f) **Notification** means notification to the company of the event of the retrieval. A call to the toll free number (1800 187 712) with the correct agreement details and is subject to confirmation from the next of kin on record.
- g) **Place of end of journey** means the place nominated by the traveler/s as the Point of Return or to the city of your home address.
- h) **Place of recovery** means a morgue, funeral home, or such other facility that has been set up for the identification and collection of bodies.
- i) **Retrievable** means the body of the traveler has been positively identified, has been recovered from the place of death to a place of recovery and is capable (under the laws and regulations of the country where the death took place) of being removed from that country.
- j) **Retrieval** means the retrieval of the body of the traveler/s from the place of recovery and repatriation to the public point of the departure at the commencement of the journey (airport/port, etc).
- k) **Not retrievable** means that the body cannot be found, identified or identifiable as missing part of the body of the deceased person, be attended to as a result of, an act of war, difficulty of location (bottom of the ocean etc).
- l) **Services** means the company undertakes as quickly as practical, after notification, compliance with all legal and governmental regulations for the retrieval of the deceased and to carry out the retrieval of the deceased.
- m) **Source of the journey** means the place nominated by the traveler as the Departure Point.
- n) **Term** means the term of this agreement, which is a 3 month, 30 day or 7 day period from the date of this Agreement or the end of your travel.
- o) **Travel duration** means the period of time between the commencement of your travel and the end of your travel.
- p) **Negotiation** means the discussion with the related parties regarding the proceedings for the retrieval of the deceased person.

Authorisation

Subject to the legal regulations of the country in which the traveler has been found to be deceased, the traveler authorises the company or the company's authorised agent sole and immediate custody of the body of the traveler and to act on behalf of the estate as and from notification until completion of the services. The Company agrees that in consideration of the fee (the receipt of which is acknowledged by the acceptance of this agreement by the company) in case of a Retrieval Event during the term the company will provide the traveler with the service.

Warranties

The traveler/s warrants:

- That the information supplied to the company by the traveler/s is truthful and nothing has been withheld from the company that may influence its decision in entering into this agreement.
- That the traveler/s received a copy of this agreement and has read it carefully and understood the terms and conditions prior to executing it.

The company will not be required to provide the services in the event:

- The body is not retrievable.
- The traveler has breached the warranties.
- An alternate method of retrieval is available.
- The repatriation or burial of the body of the traveler is undertaken or commenced by any other company prior to notification.
- There is no notification.

This agreement is not valid if:

- The traveler does not complete the details of the agreement
- The payment/s has not been finalised prior to the travel.
- Agreement details have not been completed honestly and in total.

The services do not include the costs of the burial of the body of the traveler, which can be organised, at additional expense, by calling our toll free contact number.

The parties agree that the terms of this agreement are to be satisfied in accordance with the company, World Wide Retrieval Services, and the traveler.

Declaration

I/We acknowledge that a copy of the service agreement was given to me/us and I/We applied for the service and that I/We have read it carefully and understand it.

I/We authorise World Wide Retrieval Service or its agents sole and immediate ownership of the deceased and to act on behalf of the estate and have complete control of the return of the deceased to the airport of departure.

I/We declare that all information supplied in this application or attachment is truthful and nothing has been withheld which may influence World Wide Retrieval Services in its assessment of the proposed application.

Privacy Statement

World Wide Retrieval Services (WWRS) deals with the collection, security, quality and use of personal information in accordance with the privacy Act 1988

- Collection and use of personal Information
- Consequences if all or part of the information is not provided
- Access to personal information held by World Wide Recovery Services Ltd
- Further information

Collection and use of personal information

Information provided by you to WWRS will be used by WWRS in order to fulfill all of its functions under the Rules/charter/articles of association ("rules").

Information provided by members of WWRS will also be used to maintain membership records, provide information and enable members to access the services and benefits available to Members of WWRS and to conduct research in order to identify and analyse the ongoing needs of members..

Disclosure of personal information

Information provided by you to WWRS will not be disclosed to other members of WWRS.

Consequences if all or part of the information is not provided

In some situations, you will be required to provide information to WWRS. If you choose not to provide your personal information when it's requested by WWRS, WWRS may not be able to deliver the service you require.

Access to personal information held by WWRS

You have the right to request access to any information held by WWRS, which relates to you. You also have the right to request the correction of any information which relates to you and is inaccurate. Any corrections should be advised to WWRS in writing.

Further information

If you require any further information about either the information held by WWRS which relates to you, or WWRS privacy policy and procedures, you should write to:

The Privacy Officer
Retrieval administration Pty Ltd
P.O.Box K323
Haymarket NSW 1240